

Massachusetts Department of Public Health

Office of Patient Protection

Number of Requests Received by Type and Health Plan (January 2003 – December 2003)

	Blue Cross &	Tufts	Harvard	United	Fallon	Health NE	Cigna	Fortis	Aetna
Appeal Type	Blue Shield		Pilgrim						
Behavioral Health	153	20	30	14	5	1	4		1
Cosmetic / Reconstructive	6	18	1		1	1		2	
Dental	1	8	3		2				1
Diagnostic Services		3		3					
Durable Medical Equipment	5	9	2	1	1	2			
Emergency Care		1		1	1		1		
Excluded Services		2	3			1		1	
Experimental	10	4	3			1	3		1
Infertility Care	12	13	3		1	1			
Inpatient	4	4	4		3	2	2		
Outpatient	5	3				3		1	
Pharmacy		6	2		2	1	1		
Rehab Services	2	8	5		2		1	1	1
Visual Services	1			1		1			
Totals	199	99	56	20	18	14	12	5	4

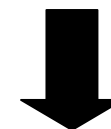
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Appeal Type	Neigh- borhood	Guardian	John Alden	NE Financial	New England Life	Other	Ameritas Life
Behavioral Health					1		
Cosmetic / Reconstructive	1		1			1	
Dental		1		1			1
Diagnostic Services			1				
Durable Medical Equipment	1				1		
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient		1					
Outpatient				1			
Pharmacy						1	
Rehab Services	2						
Visual Services							
Totals	4	2	2	2	2	2	1

*Other – self-funded employee group

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	MEGA	Mutual of Omaha	Pivate HC Systems	UniCare GIC
Appeal Type	Life			
Behavioral Health			1	
Cosmetic / Reconstructive				
Dental				
Diagnostic Services	1			
Durable Medical Equipment				
Emergency Care				
Excluded Services				
Experimental				
Infertility Care				
Inpatient		1		1
Outpatient				
Pharmacy				
Rehab Services				
Visual Services				
Totals	1	1	1	1

Number of Eligible External Review Requests: January 2003 - December 2003

